

**Commonwealth of Massachusetts**  
Executive Office of Health and Human Services



# **Health Information Technology Council 2014 Kick-off**

January 13, 2014



# Agenda



## **Today's Agenda:**

- 1. Meeting Minutes approval [5 min]**
- 2. Client Implementation Update [30 min] – Jim Murray, Vice President Information Technology, CVS Caremark**
- 3. Advisory Group Update [15 min] – Micky Tripathi**
- 4. Mass Hlway Update**
  - a) Outreach & Sales Update [10 min] – Sean Kennedy
  - b) Implementation & Support Update [10 min] – Manu Tandon
- 5. Wrap up [5 min] – Manu Tandon**



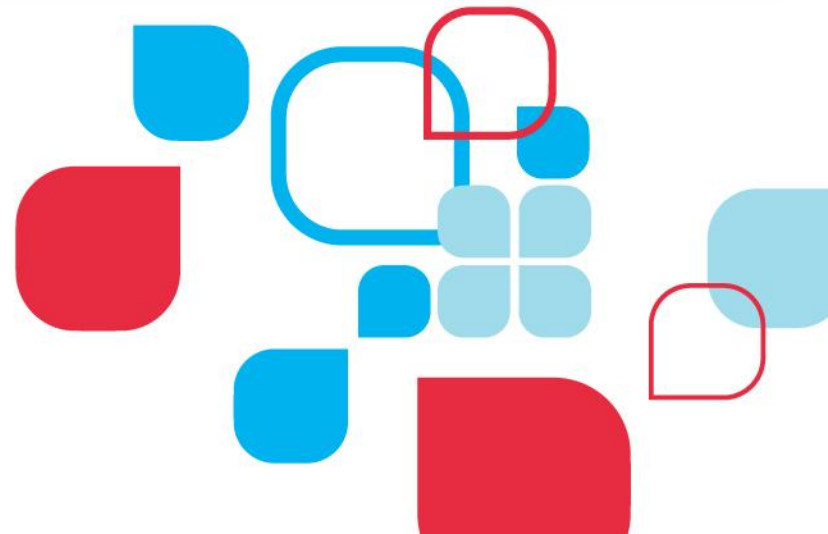
## Discussion Item 1: Client Implementation Update

### — CVS Caremark: MinuteClinic Hlway Connection



# Retail Clinic Integration

MinuteClinic – MA HIway – UMASS Memorial



# CVS Caremark A Pharmacy Innovation Company

## CVS Retail Pharmacy

7,600 stores, 5 million served daily 69M households with ExtraCare® card



## CVS Caremark PBM

2,000 clients, 63M members, including 6M Med D, 8M Medicaid 35M web visits in 2012



## Specialty Pharmacy

through 7,600 CVS retail pharmacies, 12 mail service pharmacies, therapy-specific CareTeams



## Clinical Innovation

Accordant Health Services  
Genetic Benefit Management  
Pharmacy Advisor®  
Behavior Change Research



## Mail Service Pharmacy

2 mail service pharmacies  
50M+ scripts annually



## MinuteClinic®

300 clinics, 18M patients served, affiliated with 30 major health systems



# MinuteClinic Model & Services:

## Core Beliefs and Standards

- Patients should have on-demand access to basic primary care at times of day that are convenient
- Providing more affordable care lowers barriers and improves access
- Our services can increase access while helping patients re-engage with traditional care, supporting the medical home
- Clinical excellence goal with evidence-based guidelines and standards of Joint Commission and National Patient Safety Foundation

**MinuteClinic accredited by the Joint Commission**



# Largest And Fastest Growing Retail Clinic

- ◆ Cost-effective, accessible, evidence-based
- ◆ Over 18 million patient visits
- ◆ 2,400 Nurse Practitioners
- ◆ Walk-in care, 7 days / week
- ◆ 50% of patients without primary care physician
- ◆ 30 major health system affiliations



**800 MinuteClinic medical clinics in 28 states**



## A map of the United States with states colored either red or white. Red states include California, Nevada, Arizona, Texas, Louisiana, Florida, Georgia, South Carolina, North Carolina, Virginia, West Virginia, Maryland, Delaware, Pennsylvania, New York, Connecticut, Rhode Island, Massachusetts, Vermont, New Hampshire, and Maine. White states include Washington, Oregon, Idaho, Utah, Wyoming, Colorado, New Mexico, Oklahoma, Kansas, Nebraska, South Dakota, North Dakota, Minnesota, Iowa, Missouri, Arkansas, Mississippi, Alabama, Georgia, South Carolina, North Carolina, Virginia, West Virginia, Maryland, Delaware, Pennsylvania, New York, Connecticut, Rhode Island, Massachusetts, Vermont, New Hampshire, and Maine. Blue stars are located in California, Nevada, Arizona, Texas, Louisiana, Florida, Georgia, South Carolina, North Carolina, Virginia, West Virginia, Maryland, Delaware, Pennsylvania, New York, Connecticut, Rhode Island, Massachusetts, Vermont, New Hampshire, and Maine.

## New MinuteClinic Markets



8



# MinuteClinic and Coverage Expansion

- ◆ 83% of patients use third party coverage
- ◆ Accept 300 commercial and Medicare / HMO plans
- ◆ Enrolling in Medicaid in all states
- ◆ Participating in exchange / marketplace products nationally
- ◆ Low transparent prices are attractive in high deductible plans

## Our services:

**Get better**

■ Minor illness exam	\$79-\$89
■ Minor injury exam	\$79-\$89
■ Skin condition exam	\$79-\$89

**Stay healthy**

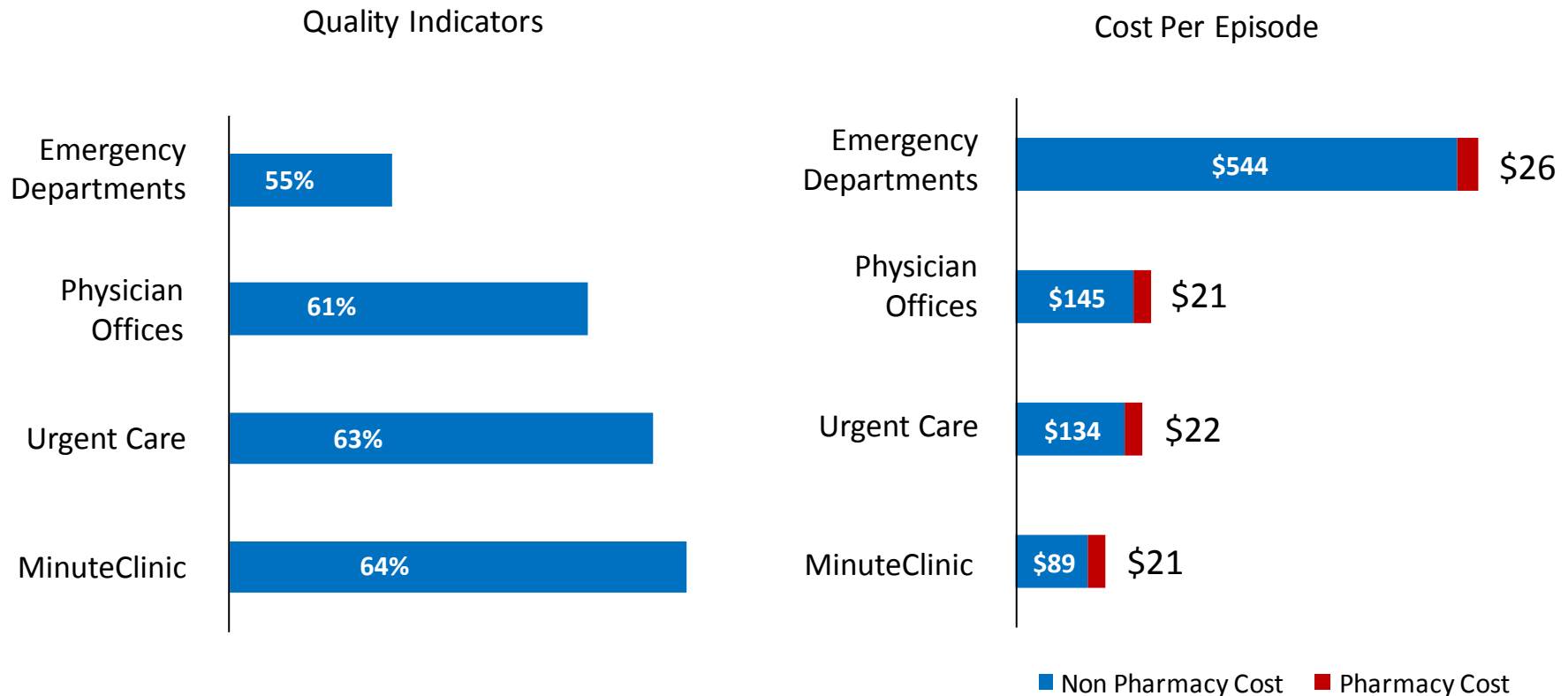
■ Wellness & physical exams	\$27-\$69
■ Health condition monitoring	\$59-\$89
■ Vaccinations	\$29.95-\$147

\* Lab tests, additional services and visit complexity may result in additional charges. Pricing subject to change.

Sign in at the kiosk. 



# Comparing Cost And Quality Of Treating Common Illnesses Across Medical Settings



Notes: N = 2,100 care episodes compared across venues. Aggregate quality scores based on 14 objective measures of quality.

Source: "Comparing Costs and Quality of Care at Retail Clinics With That of Other Medical Settings for 3 Common Illnesses," Annals of Internal Medicine, August, 2009.



# Health System Affiliations – Collaborating Around The U.S.



- ◆ Health system physician director collaboration with MinuteClinic NPs
- ◆ EMR integration
- ◆ Chronic care and wellness programs
- ◆ ACO and PCMH virtual medical neighborhood



# MinuteClinic and Massachusetts

- ◆ Currently operating 47 clinics in MA
- ◆ 40% volume growth year over year in MA
- ◆ Next area of growth in the state will be Western MA

The screenshot shows the MinuteClinic website interface. At the top, there are navigation tabs for CVS.com, MinuteClinic, Photo, and Optical. Below these are links for Locations, Services & Costs, Insurance & Billing, About Us, Careers, and Health Library. A search bar is present with the text 'Find a Clinic' and a dropdown menu set to 'Massachusetts (MA)'. A sidebar on the right contains a 'Sign up for emails!' section with fields for email address and ZIP, and a 'Submit' button. The main content area is titled 'MinuteClinic in Worcester Area, MA' and includes a paragraph: 'Please click on the clinic name below to see hours, address, and driving directions for that clinic.' Below this is a grid of map links for various towns: Charlton, Grafton, Uxbridge, Clinton, Medway, and Worcester. A large map of the Worcester area is displayed, with several clinic locations marked with red cross icons. To the right of the map, there is a sidebar with the MinuteClinic logo, text stating 'is a clinical affiliate of UMass Memorial Health Care', and a promotional offer: 'We treat colds of all sizes.' with a photo of two children and a 'FREE \$17 coupon book available at MinuteClinic!™' offer.



# Integration Workflow - Overview

## 1 Kiosk Registration



- Consent obtained to view patient records

## 2 Provider Accesses EMR

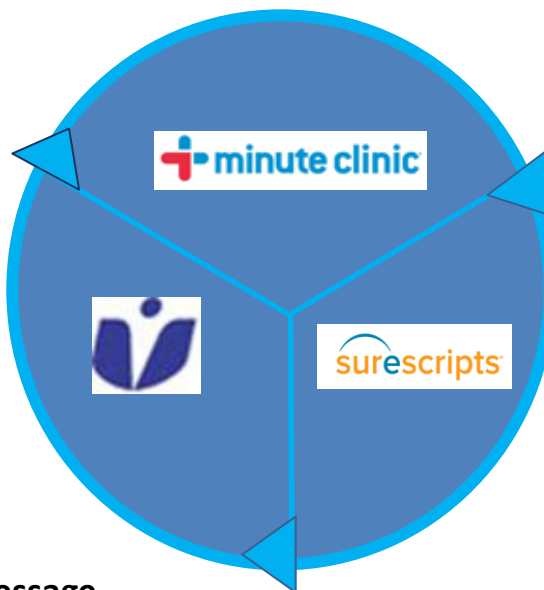


- Ability to view Affiliate Health System information

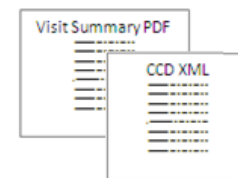
## 3 Patient Receives Treatment



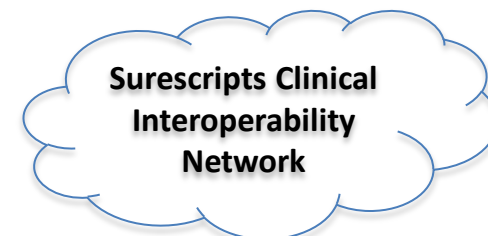
- Identify PCP
- Obtain consent to send Visit Summary to PCP



## 4 End of Visit Documentation



## 5



## 7 Affiliate Receives Message

- PCP Notification
- Record Integration

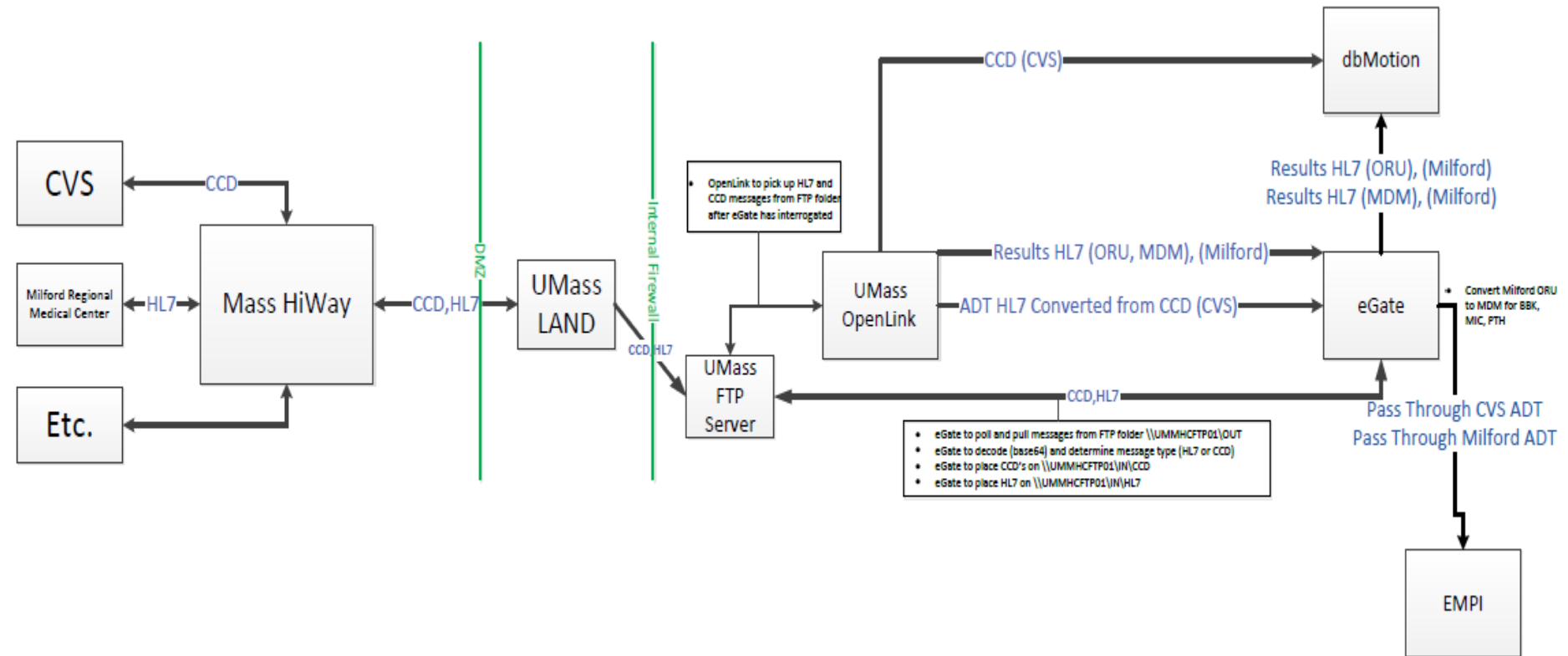
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### Connectivity Options

- Direct SMTP Messaging
- Web Services
- ACM Client



# MinuteClinic and UMASS Technical Design



Source: UMASS Memorial

# Lessons Learned

- ◆ Standards
- ◆ Complexity
- ◆ Options increase success



# MinuteClinic and the Mass Hlway

- ◆ MC and the virtual medical neighborhood enabled by the Hlway
- ◆ Initial connection underway for UMASS Memorial
  - Connectivity testing from CVS to Hlway nearing completion
  - Connectivity testing from UMASS to Hlway complete
  - End to end testing next followed by go live planning





# MinuteClinic and the Mass Hlway

- ◆ Ongoing discussions with other Massachusetts organizations
- ◆ 2 way communication planned
- ◆ MC expanding scope of service in Massachusetts in 2014
- ◆ Additional clinics and nationwide affiliations in 2014



# Thank you!

The screenshot displays the MinuteClinic website interface. At the top, there are tabs for 'CVS.com', 'MinuteClinic', 'Photo', and 'Optical'. A navigation bar includes links for 'Locations', 'Services & Costs', 'Insurance & Billing', 'About Us', 'Careers', and 'Health Library'. A search bar is labeled 'Find a Clinic' with fields for 'Select a State' and 'ZIP or Address', and a 'Go' button. Below the search bar is a 'Sign up for email!' section with input fields for 'Enter email address' and 'Enter ZIP', and a 'Submit' button.

The main content area features several promotional banners:

- MinuteClinic makes health care easier for people with a lot going on.** Our family nurse practitioners and physician assistants provide quality care every day, with convenient evening and weekend hours. We accept insurance and you don't need an appointment. Just stop in when you need us. (Accompanied by an image of a female doctor.)
- New Year. New Healthier You!** Start the year off right with our weight loss program.\* [learn more >>](#) (Accompanied by an image of feet on a scale.)
- One-Stop Family!** **Flu Shots**
  - Insurance accepted
  - No appointment needed[learn more >>](#)
- We treat colds of all sizes.** FREE \$17 coupon book available at MinuteClinic!™ [learn more >>](#) (Accompanied by an image of a family.)
- Heal more families by joining ours.** [see career opportunities >>](#) (Accompanied by an image of a female doctor.)

The footer section includes logos and affiliations:

- NPSF** National Patient Safety Foundation. Proud partner of the National Patient Safety Foundation.
- POP WARNER** Official sports physical provider of Pop Warner.
- Gold Seal of Approval** from The Joint Commission.

Social media and app links are also present:

- Facebook:** Like Us: Health tips, offers, recipes and more.
- Twitter:** Follow us: Join the conversation.
- YouTube:** Watch us: On the CVS Channel.
- Check In:** We're popular on Four square.
- App Store:** AVAILABLE FOR iOS ON THE App Store.
- Google play:** AVAILABLE FOR ANDROID ON Google play.
- Download:** The CVS app for mobile and tablet.





## Discussion Item 2: Advisory Group Update



## **The technology Advisory Group met on December 20<sup>th</sup> to review and react to the current technical approach for HIway to Health Information Service Provider (HISP) connectivity**

- The group agreed that there is increased importance and urgency for HIway to connect to certain HISPs in order to include large numbers of Mass Providers and their patients in statewide information sharing
- The group discussed complexities of ensuring message delivery where Mass HIway participants belong to other HISPs and agreed to the following “going in” approach:
  - HIway will create HISP-specific Provider Directory “white lists” so that Mass HIway Participants will only have access to addressees where message delivery is assured
  - HIway will convene HISPs that are important to Massachusetts providers and patients and will attempt to find common ground on contracting, technical connectivity, anchor certificate exchange, and provider directories
- The group challenged the scalability of the current HIway contracting model and offered ideas for extending trust to other HIEs/HISPs and to providers in other jurisdictions that see Massachusetts patients



## **The Legal and Policy Advisory Group met on January 7<sup>th</sup> to review and react to the current HISP to HISP policies guiderails**

- The group reviewed the functions HISPs play and was introduced to the EOHHS contracting approach where 1) EOHHS will execute HISP agreements with each HISP and 2) EOHHS will execute Participation Agreements with the Healthcare Providers under the HISP
- The group did an in depth review of the core components of the draft HISP Agreement:
  - HIway and HISP have mutual responsibilities for: Verifying participant identity; Issuing and maintaining Direct addresses; Issuing and managing security keys; and Facilitating secure transport of health information
  - HISP will execute Business Associate Agreements with all participants for whom the HISP routes messages and will protect privacy and security of PHI and PII in line with HIPAA
  - HISP will protect anchor certificates
  - HISP will limit use and users of provider directory
  - HISP will assure no interference or delay in message transmission and no alteration of message content

***Note: The Consumer and Provider Advisory Groups did not meet in December.***



## Discussion Item 3: Mass Hlway Update

### — Outreach & Sales Update (Last Mile Program)

- I. Program Evaluation Update
- II. Last Mile Program transition planning
- III. Hlway Grantee progress



# Program Evaluation Update



- **2012 Evaluation Results Report complete**
- **Interviews complete:**

Stakeholders	Interviews
Hiway users	7
Vendors	3
Advisory Group/HIT Council	7
EOHHS	1
MeHI	5
<b>Total</b>	<b>23</b>

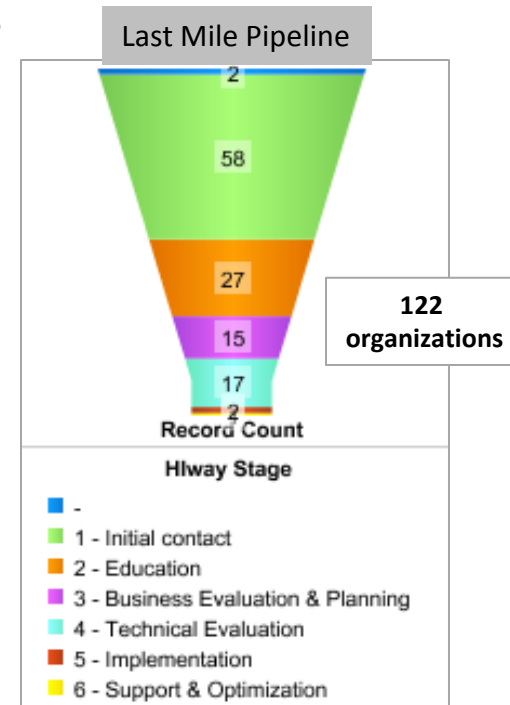
- **Underway:**
  - 2013 Evaluations Result Report
  - HIE National Benchmark Report



# Last Mile Program Transition Planning



- **ONC funding ends on 2/7 – close out period continues for 90-days**
- **Grant close-out activities underway**
  - Quarterly Progress Report – 1/31
  - Final Program Performance Report – 2/7
  - 2013 Program Evaluation – 3/7
- **Last Mile transition details being worked with EOHHS**
  - While this list of activities may evolve in the coming weeks, at a minimum, MeHI anticipates performing the following HIE activities post-ONC funding:
    - Grant Management – Continue to manage Hlway Implementation & Interface Grants to completion, June 30
    - Education – Educate organizations and people on MA HIE services available in the context of MeHI's broader MA HIT adoption mission
    - Adoption – Share the value and best practices of the HIE. This includes identifying use cases, then blueprinting them for broader use, sharing emerging best practices, and advocating for improvements based on participant feedback
    - Innovation – Given the opportunity for innovation with the HIE, we anticipate this to be a big area of focus for MeHI



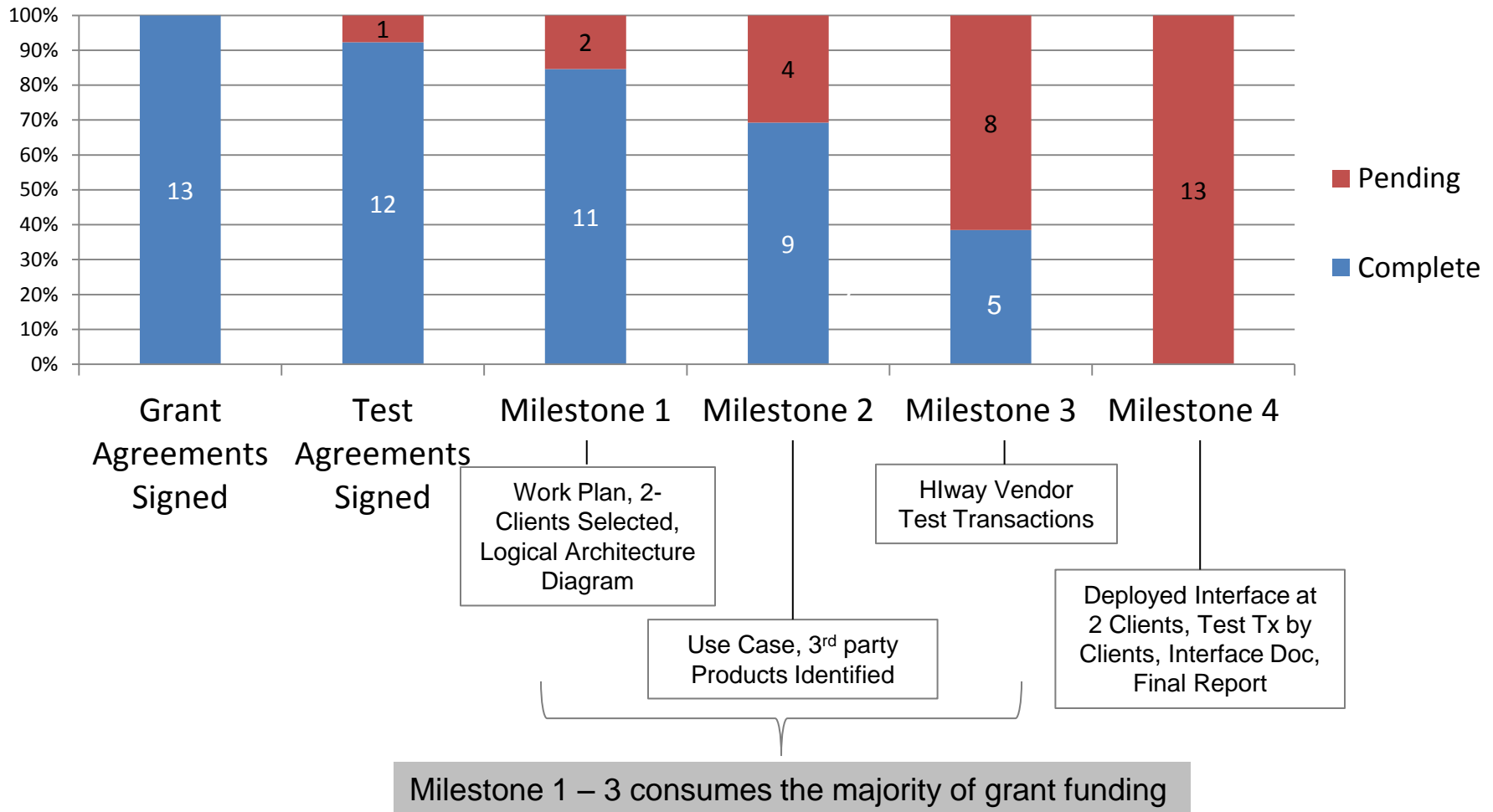




# HIway Interface Grants | Progress



- Grant amendment issued (modifies some due dates, aligns end dates)
- HISP-HISP solution actively being worked

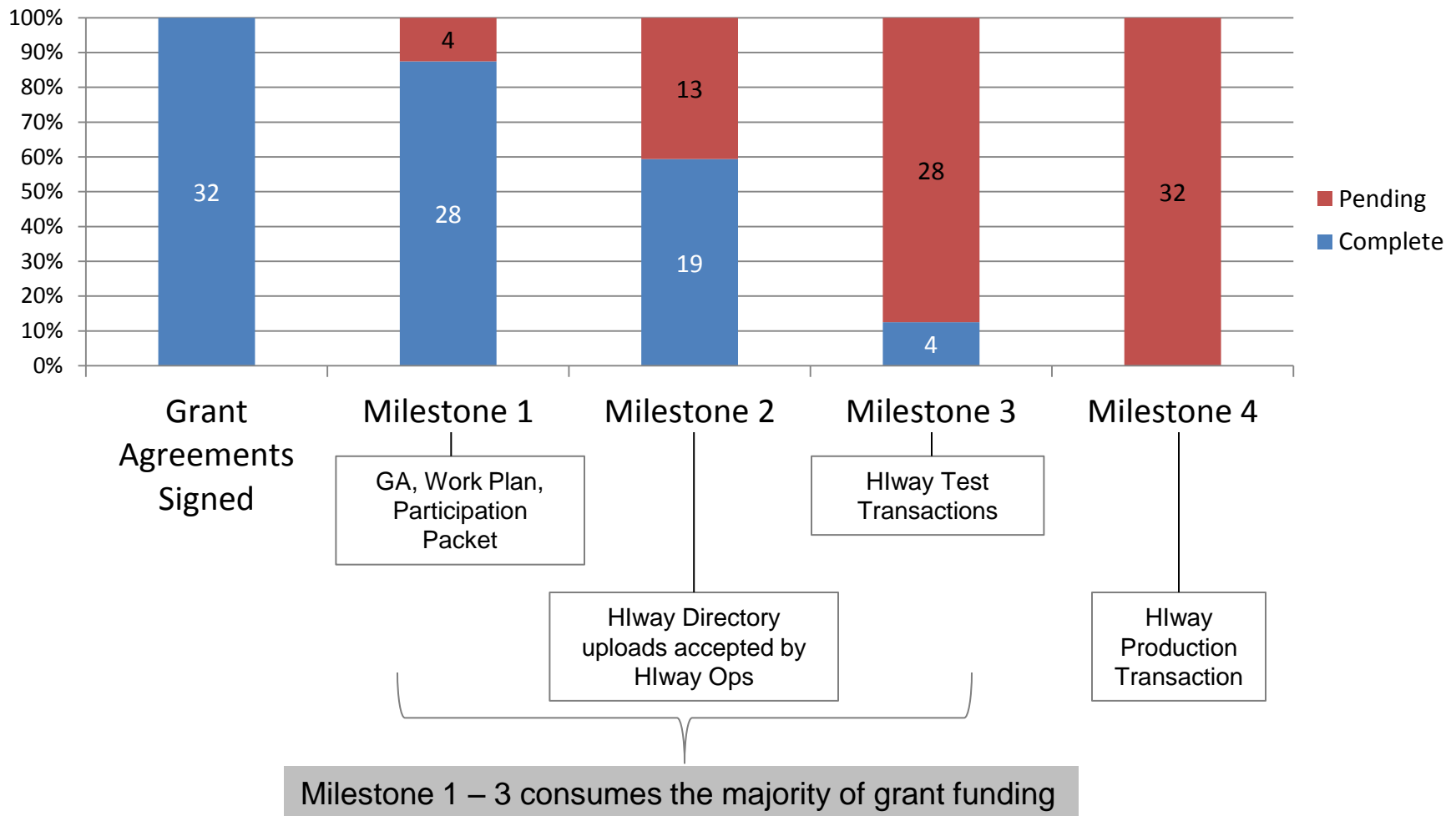




# HIway Implementation Grants | Progress



- Grant amendment issued (extends milestone dates, aligns end dates)
- All Grantee webinar conducted on 1/7 (Q&A)
- HIway Rally planned for 2/6 to accelerate connections





## Discussion Item 3: Mass Hlway Update

### — Implementation & Support Update



# HIway Phase 2 Go-live Event



- Jan 8<sup>th</sup> event attended well by HIT Council, other stakeholders and the Governor
- Impact:
  - EOHHS working with Tufts/Holyoke immediately to work on patient consent/ADTs (inspired by simulation)
  - Press:
    - Simulation well received
    - Highlights misconceptions and educational needs (ex: security, data storage)
    - Contact Amy ([amy.caron@state.ma.us](mailto:amy.caron@state.ma.us)) for clip list
- Next steps:
  - Develop new resources/FAQs
  - Develop Outreach & Adoption plan/goals for 2014





Outreach

Sales

Implementation

Support



## December Activity

### Organizations that Went Live in December

1. Dr. Lakher
2. East Boston Neighborhood Health Center
3. Home Health VNA
4. Lawrence General Hospital
5. Orleans Medical Center
6. ServiceNet

**Current Total – Organizations Live on the HIway = ~~22~~ 28**

(Connected, but not yet exchanging patient data)

**Current Total – Organizations Using the HIway in Production = 35**

(Actively exchanging patient data)

**Overall HIway Connections**  **~~57~~ 63**



Outreach

Sales

Implementation

Support



## **New Participation Agreements executed in December (All Channels)**

1. Beth Israel Deaconess/Milton Hospital
2. Cambridge Health Alliance



# HISP to HISP Connectivity



## **Current Status**

- Vendor implementation status (Expected completion – Jan 2014)
  - Surescripts
    - Basic message exchange tested with anchor certificates in place.
    - Preparing for end to end testing.
  - eClinicalWorks
    - Basic message exchange tested with anchor certificates in place.
    - Preparing for end to end testing.
  - Secure Exchange Solutions (SES)
    - Exchanging test messages and iteratively addressing issues

## **Vendor Readiness**

- Targeted next (January/February):
  - AthenaHealth
  - Allscripts
  - Alere
- Additional Vendors indicating readiness:
  - Medfx
  - NexJ (defining use cases)
  - McKesson (signed testing agreement)
  - Aprima



Outreach

Sales

Implementation

Support



- Transactions exchanged for December – **119,767**
- Cumulative transactions in 2013 – **1,884,260**
- Deadline extended from 12/31/2013 to 2/28/2014 for organizations to migrate from using the Virtual Gateway to using the Mass Hlway for Immunization submissions to the Department of Public Health's MIIIS program.





# HIway Development Timeline



## Mass HIway Development Project Schedule

Activity	Target date
CMS approval of Phase 2 IAPD	Completed
Phase 2 contract (or change order) executed	Completed
Go-live - Public Health - Immunization Registry Node	Completed
Go-live - Public Health - Reportable Lab Results (ELR) Node	Completed
Testing - Public Health - Syndromic Surveillance Node	Completed
Testing - EOHHS – Children’s Behavioral Health (CBHI) Node	Completed
Phase 2 Requirements Gathering & Validation	Completed
Phase 2 Design Approach Decision	Completed
Testing – Opioid Treatment Program (OTP) Node	Completed
Testing – Cancer Registry Node	<del>Dec 2013</del> Mar 2014
Go-live – Phase 2, Release 1 (eMPI, RLS, Consent, Provider Portal)	<del>Jan 2014</del> Completed
Go-live – Lead Poisoning Prevention Program Node	March 2014
Go-Live – Phase 2, Release 2 (Feature extensions and technical updates)**	Feb – Apr 2014

**\*\* Will have a more detailed plan for the next council meeting**



## Discussion Item 4: Wrap Up



# HIT Council meeting schedule



## HIT Council 2014 Meeting Schedule\*:

- January 13
- **February 3**
- March 3
- April 7
- May 5
- June 9
- July 7
- August 4
- September 8
- October 6
- November 3
- December 8

*\*All meetings to be held from 3:30-5:00 pm at One Ashburton Place, 21st Floor, Boston, unless otherwise noted*